

City of Sunnyvale
Program Performance Budget

Program 736 - Official Records and Elections

Program Outcome Statement

Ensure official City documents comply with State law and City policy and ensure City elections comply with the State's election code and City policy by accurately, efficiently and effectively, by:

- Posting notices for meetings, in accordance with the Brown Act and the City Charter,
- Maintaining and managing official City legislative records, and
- Administering municipal elections.

So that:

| <u>Program Outcome Measures</u> | <u>Weight</u> | <u>2002/2003 Budget</u> | <u>2002/2003 Achieved</u> | <u>2003/2004 Current</u> | <u>2004/2005 Proposed</u> | <u>2005/2006 Proposed</u> |
|--|----------------------|------------------------------------|--------------------------------------|-------------------------------------|--------------------------------------|--------------------------------------|
| ♦ Legal notification requirements for public meetings are met 100% of the time. | | | | | | |
| - Percent of Time | 5 | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |
| ♦ 100% of election procedures are administered accurately and on time. | | | | | | |
| - Percentage of Procedures | 5 | 0.00% | 0.00% | 100.00% | 0.00% | 100.00% |
| ♦ Legal requirements for maintaining official City legislative records are met 100% of the time. | | | | | | |
| - Percent of Time | 4 | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |
| ♦ Council-related materials (e.g., agendas, minutes, notifications, digest) are prepared for Council and are error-free 95% of the time. | | | | | | |
| - Percent of Time | 4 | 95.00% | 97.00% | 95.00% | 95.00% | 95.00% |
| ♦ 90% of Council candidates rate the City's candidate orientation process and response to election information as "good". | | | | | | |
| - Rating | 3 | 90.00% | 0.00% | 90.00% | 0.00% | 90.00% |
| ♦ A customer satisfaction rating of 85% for Official Records and Election Services is achieved. | | | | | | |
| - Rating | 3 | 85.00% | 85.00% | 85.00% | 85.00% | 85.00% |

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| <u>Program Outcome Measures</u> | <u>Weight</u> | <u>2002/2003 Budget</u> | <u>2002/2003 Achieved</u> | <u>2003/2004 Current</u> | <u>2004/2005 Proposed</u> | <u>2005/2006 Proposed</u> |
|--|---------------|-----------------------------|-------------------------------|------------------------------|-------------------------------|-------------------------------|
| ♦ The Budget/Cost Ratio (planned cost divided by actual cost) is at 1.0. | | | | | | |
| - Ratio | 5 | 1.00 | 1.00 | 1.00 | 1.00 | 1.00 |

Program Notes

1. Elections are held every two years. FY 2004/2005 is the off year, therefore, the program measures for election procedures and orientation process have been adjusted to zero.

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Program 736 - Official Records and Elections

Service Delivery Plan 73601 - Records Management

SDP Outcome Statement

Ensure official records are accurately, efficiently and effectively prepared, maintained and/or distributed, by:

- Posting 24 hour notices for special meetings and 72 hour notices for regular meetings in accordance with the Brown Act,
- Preparing and maintaining official Council-related documents in accordance with the Brown Act, the City Charter and City policy,
- Responding to public requests for official City records in accordance with the Public Records Act and routine City practice,
- Maintaining official City legislative records in accordance with California government code and any established City records retention policy, and
- Maintaining required City-wide disclosure records in accordance with the Fair Political Practices Commission, so that:

| <u>SDP Outcome Measures</u> | <u>2002/2003 Budget</u> | <u>2002/2003 Achieved</u> | <u>2003/2004 Current</u> | <u>2004/2005 Proposed</u> | <u>2005/2006 Proposed</u> |
|---|------------------------------------|--------------------------------------|-------------------------------------|--------------------------------------|--------------------------------------|
| ♦ Legal notification requirements for public meetings are met 100% of the time. - Percent of Time | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |
| ♦ Council-related materials (e.g., agendas, minutes, notifications, digest) are prepared for Council and are error-free 95% of the time. - Percent of Time | 95.00% | 97.00% | 95.00% | 95.00% | 95.00% |
| ♦ Requested active records are responded to within 48 hours 95% of the time. - Percent of Time | 95.00% | 100.00% | 95.00% | 95.00% | 95.00% |
| ♦ The time needed to respond to a public records request is within ten days 100% of the time. - Percent of Time | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |
| ♦ Legal requirements for maintaining official City legislative records are met 100% of the time. - Percent of Time | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |
| ♦ Legal requirements for maintaining City-wide records are reviewed for accuracy and filed on time. - Percentage of Legal Requirements | 100.00% | 100.00% | 100.00% | 100.00% | 100.00% |
| ♦ 95% of surveyed members of the public rate the City's response to records information as "good". - Percentage of Public | 90.00% | 95.00% | 90.00% | 95.00% | 95.00% |
| ♦ 90% of surveyed City staff rate OCM Records Management as "good". [DELETED] - Percentage of Staff | 90.00% | 82.00% | 90.00% | 0.00% | 0.00% |

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| <u>SDP Outcome Measures</u> | <u>2002/2003 Budget</u> | <u>2002/2003 Achieved</u> | <u>2003/2004 Current</u> | <u>2004/2005 Proposed</u> | <u>2005/2006 Proposed</u> |
|---|------------------------------------|--------------------------------------|-------------------------------------|--------------------------------------|--------------------------------------|
| ♦ Percent of requests for access to secured storage area accommodated within one hour of request. | | | | | |
| - Percent | 95.00% | 100.00% | 95.00% | 95.00% | 95.00% |
| ♦ Number and percent of City staff surveyed who rate services for records management as meeting expectations. | | | | | |
| - Number | 25.00 | 5.00 | 25.00 | 25.00 | 25.00 |
| - Percent | 90.00% | 82.00% | 90.00% | 90.00% | 90.00% |

SDP Notes

1. "90% of surveyed City staff rate OCM Records Management as good" has been deleted in FY 2004/05 because it is a duplication of the "Number and percent of City staff surveyed who rate services for records management as meeting expectations" measure.

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Service Delivery Plan 73601 - Records Management

| | <u>2002/2003 Budget</u> | <u>2002/2003 Achieved</u> | <u>2003/2004 Current</u> | <u>2004/2005 Proposed</u> | <u>2005/2006 Proposed</u> |
|---|-----------------------------|-------------------------------|------------------------------|-------------------------------|-------------------------------|
| Activity 736000, 736001, 736002, 736003, 736004, 736005, 736006, 736007 - Records Management | | | | | |
| Product: A File Handled | | | | | |
| Costs: | 52,849.25 | 40,719.32 | 36,913.52 | 43,861.53 | 45,893.36 |
| Products: | 2,100.00 | 1,209.00 | 1,600.00 | 1,300.00 | 1,300.00 |
| Work Hours: | 718.65 | 487.79 | 500.59 | 513.36 | 513.36 |
| Product Cost: | 25.17 | 33.68 | 23.07 | 33.74 | 35.30 |
| Activity 736010, 736011, 736012, 736013, 736014 - Council Documents | | | | | |
| Product: A Document Prepared | | | | | |
| Costs: | 180,182.22 | 204,636.17 | 157,979.70 | 182,290.14 | 190,200.72 |
| Products: | 1,010.00 | 1,312.00 | 1,015.00 | 1,300.00 | 1,300.00 |
| Work Hours: | 1,752.18 | 2,166.54 | 1,690.78 | 2,011.44 | 2,011.44 |
| Product Cost: | 178.40 | 155.97 | 155.65 | 140.22 | 146.31 |
| Activity 736020 - FPPC Filings | | | | | |
| Product: A Form Processed and/or Filed | | | | | |
| Costs: | 10,986.02 | 12,057.89 | 10,350.86 | 15,825.94 | 16,600.07 |
| Products: | 180.00 | 239.00 | 180.00 | 239.00 | 239.00 |
| Work Hours: | 150.26 | 130.21 | 143.92 | 185.56 | 185.56 |
| Product Cost: | 61.03 | 50.45 | 57.50 | 66.22 | 69.46 |

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Service Delivery Plan 73601 - Records Management

| | <u>2002/2003 Budget</u> | <u>2002/2003 Achieved</u> | <u>2003/2004 Current</u> | <u>2004/2005 Proposed</u> | <u>2005/2006 Proposed</u> |
|--|-----------------------------|-------------------------------|------------------------------|-------------------------------|-------------------------------|
| Activity 736060 - Document Destruction | | | | | |
| Product: File Box Destroyed | | | | | |
| Costs: | 803.99 | 0.00 | 743.07 | 0.00 | 0.00 |
| Products: | 25.00 | 0.00 | 25.00 | 0.00 | 0.00 |
| Work Hours: | 13.07 | 0.00 | 12.52 | 0.00 | 0.00 |
| Product Cost: | 32.16 | 0.00 | 29.72 | 0.00 | 0.00 |
| Activity 736070 - Record Management Filing/Retrieving | | | | | |
| Product: Request for Assistance | | | | | |
| Costs: | 48,080.15 | 53,525.53 | 47,181.15 | 53,405.83 | 54,749.13 |
| Products: | 520.00 | 314.00 | 520.00 | 315.00 | 315.00 |
| Work Hours: | 261.32 | 140.23 | 250.30 | 148.45 | 148.45 |
| Product Cost: | 92.46 | 170.46 | 90.73 | 169.54 | 173.81 |
| Activity 736080 - Record Management System Administration | | | | | |
| Product: Work Hours | | | | | |
| Costs: | 76,370.15 | 20,081.51 | 71,948.68 | 21,833.98 | 22,913.09 |
| Products: | 1,050.52 | 230.38 | 1,006.21 | 272.15 | 272.15 |
| Work Hours: | 1,050.52 | 230.38 | 1,006.21 | 272.15 | 272.15 |
| Product Cost: | 72.70 | 87.17 | 71.50 | 80.23 | 84.19 |
| Totals for Service Delivery Plan 73601 - Records Management | | | | | |
| Costs: | 369,271.78 | 335,061.82 | 325,116.98 | 317,217.42 | 330,356.37 |
| Work Hours: | 3,946.00 | 3,242.15 | 3,604.32 | 3,130.96 | 3,130.96 |

City of Sunnyvale
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Program 736 - Official Records and Elections

Service Delivery Plan 73602 - Elections

SDP Outcome Statement

Ensure City elections are carried out in compliance with the State's election code and City policy, by:

- Administering municipal elections in accordance with the State of California elections code and City Charter, and
- Maintaining required election-related disclosure records in accordance with the Fair Political Practices Commission, so that:

| <u>SDP Outcome Measures</u> | <u>2002/2003 Budget</u> | <u>2002/2003 Achieved</u> | <u>2003/2004 Current</u> | <u>2004/2005 Proposed</u> | <u>2005/2006 Proposed</u> |
|---|------------------------------------|--------------------------------------|-------------------------------------|--------------------------------------|--------------------------------------|
| ♦ 100% of election procedures are administered accurately and on time. - Percentage of Procedures | 0.00% | 0.00% | 100.00% | 0.00% | 100.00% |
| ♦ 85% of Council candidates rate the City's candidate orientation process and response to election information as "good". - Percentage of Council Candidates | 0.00% | 0.00% | 85.00% | 0.00% | 85.00% |
| ♦ Legal requirements for maintaining election-related disclosure records are met 100% of the time. - Percent of Time | 100.00% | 100.00% | 100.00% | 0.00% | 100.00% |
| ♦ 100% of election-related records are reviewed for accuracy and filed on time. - Percentage of Records | 0.00% | 0.00% | 100.00% | 0.00% | 100.00% |

SDP Notes

1. Elections are held every two years. FY 2004/2005 is the off year, therefore, the SDP measures for election procedures and orientation process have been adjusted to zero.

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Program 736 - Official Records and Elections

Service Delivery Plan 73602 - Elections

| | <u>2002/2003 Budget</u> | <u>2002/2003 Achieved</u> | <u>2003/2004 Current</u> | <u>2004/2005 Proposed</u> | <u>2005/2006 Proposed</u> |
|--|-----------------------------|-------------------------------|------------------------------|-------------------------------|-------------------------------|
| Activity 736030, 736031, 736032, 736033, 736034 - Elections | | | | | |
| Product: Election Deadlines Completed | | | | | |
| Costs: | 0.00 | 22,330.41 | 343,534.63 | 2,246.81 | 195,973.05 |
| Products: | 0.00 | 5.00 | 5.00 | 0.00 | 5.00 |
| Work Hours: | 0.00 | 159.76 | 300.36 | 24.74 | 197.93 |
| Product Cost: | 0.00 | 4,466.08 | 68,706.93 | 0.00 | 39,194.61 |
| Activity 736040 - Elections Related FPPC Filings | | | | | |
| Product: A Form Processed and/or Filed | | | | | |
| Costs: | 0.00 | 275.00 | 4,456.17 | 561.70 | 3,536.86 |
| Products: | 0.00 | 0.00 | 70.00 | 4.00 | 70.00 |
| Work Hours: | 0.00 | 0.00 | 56.32 | 6.19 | 37.11 |
| Product Cost: | 0.00 | 0.00 | 63.66 | 140.43 | 50.53 |
| Activity 736050 - Special Projects | | | | | |
| Product: A Project Completed | | | | | |
| Costs: | 0.00 | 0.00 | 0.00 | 23,179.67 | 0.00 |
| Products: | 0.00 | 0.00 | 0.00 | 1.00 | 0.00 |
| Work Hours: | 0.00 | 0.00 | 0.00 | 204.11 | 0.00 |
| Product Cost: | 0.00 | 0.00 | 0.00 | 23,179.67 | 0.00 |
| Totals for Service Delivery Plan 73602 - Elections | | | | | |
| Costs: | 0.00 | 22,605.41 | 347,990.80 | 25,988.18 | 199,509.91 |
| Work Hours: | 0.00 | 159.76 | 356.68 | 235.04 | 235.04 |

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Program 736 - Official Records and Elections

Totals for Program 736

| | | | | | |
|--------------------|-------------------|-------------------|-------------------|-------------------|-------------------|
| Costs: | 369,271.78 | 357,667.23 | 673,107.78 | 343,205.60 | 529,866.28 |
| Work Hours: | 3,946.00 | 3,401.91 | 3,961.00 | 3,366.00 | 3,366.00 |